

Exhibit 300: Capital Asset Plan and Business Case Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview (All Capital Assets)

1. Date of Submission: 2010-03-17 14:12:02

2. Agency: 009

3. Bureau: 10

4. Name of this Investment: FDA Operational Infrastructure

5. Unique Project (Investment) Identifier: 009-10-02-00-01-7031-00

6. What kind of investment will this be in FY 2011?: Operations and Maintenance

- Planning
- Full Acquisition
- Operations and Maintenance
- Mixed Life Cycle
- Multi-Agency Collaboration

7. What was the first budget year this investment was submitted to OMB? *

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap; this description may include links to relevant information which should include relevant GAO reports, and links to relevant findings of independent audits.

This investment supports the PMA EGov initiative by providing IT infrastructure support and services through electronic delivery mechanisms (Internet, e-business tools) which enable business operations. It also supports the HHS goals of effective management of IT and advancing scientific and biomedical research and development related to health and human services through information delivery: internally, to state and local governments, medical industry, scientific communities, and the public. It also serves to transport and leverage delivery of HHS regulatory activities. Stakeholders rely on FDA for the safety of regulated products. Prior to FY2004, the FDA IT infrastructure was managed in a decentralized manner based on the needs and work environment of the Centers (with the exception of Telecom & WAN). This made it difficult to effect change in strategic direction, policy development or benefit from gains in efficiency in process, acquisition, standards development, and managing maintenance costs. This investment represents the decision to provide a portfolio of services to 12,000 staff via a consolidated infrastructure shared services model framed by a performance based Service Level Agreement (SLA). The services include: server management, telecommunications & network; Customer Care & a consolidated IT Helpdesk with on-site support; Applied Engineering: ensures successful systems integration & security operations; Strategic Projects - customer relationship management, planning/project management, & training efforts; Internet/Intranet Infrastructure management; & White Oak Data Center Consolidation. This selected approach continues to correct inefficiencies of a decentralized model while reinvesting savings into quality improvement activities including risk management.

a. Provide here the date of any approved rebaselining within the past year, the date for the most recent (or planned) alternatives analysis for this investment, and whether this investment has a risk management plan and risk register.

9. Did the Agency's Executive/Investment Committee approve this request? *

a. If "yes," what was the date of this approval? *

10. Contact information of Program/Project Manager?

- **Name:** *

- Phone Number: *
- Email: *

11. What project management qualifications does the Project Manager have? (per FAC-P/PM)? *

- Project manager has been validated according to FAC-PMPM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/OM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

12. If this investment is a financial management system, then please fill out the following as reported in the most recent financial systems inventory (FMSI):

Financial management system name(s)	System acronym	Unique Project Identifier (UPI) number
*	*	*

a. If this investment is a financial management system AND the investment is part of the core financial system then select the primary FFMIA compliance area that this investment addresses (choose only one): *

- computer system security requirement;
- internal control system requirement;
- core financial system requirement according to FSIO standards;
- Federal accounting standard;
- U.S. Government Standard General Ledger at the Transaction Level;
- this is a core financial system, but does not address a FFMIA compliance area;
- Not a core financial system; does not need to comply with FFMIA

Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table 1: SUMMARY OF FUNDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)									
	PY1 and earlier	PY 2009	CY 2010	BY 2011	BY+1 2012	BY+2 2013	BY+3 2014	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition:	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
SUBTOTAL:	*	*	*	*	*	*	*	*	*
Government FTE Costs should not be included in the amounts provided above.									
Government FTE Costs	*	*	*	*	*	*	*	*	*
Number of FTE represented by Costs:	*	*	*	*	*	*	*	*	*
TOTAL(including FTE costs)	*	*	*	*	*	*	*	*	*

2. If the summary of funding has changed from the FY 2010 President's Budget request, briefly explain those changes:

*

Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

Table 1: Contracts/Task Orders Table

Contract or Task Order Number	Type of Contract/Task Order (In accordance with FAR Part 16)	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/Task Order	End date of Contract/Task Order	Total Value of Contract/Task Order (M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? (Y/N)
HHSF223200750424W	FFP: Firm Fixed Price	Y	2007-11-22	2007-11-22	2012-06-30	\$8.0	*	*	*	*	*
HHSF223200650725G	T&M: Time & Materials	Y	2006-08-25	2006-09-27	2008-09-30	\$0.7	*	*	*	*	*
HHSF223200750682G	T&M: Time & Materials	Y	2007-09-17	2007-09-24	2008-09-19	\$1.0	*	*	*	*	*
HHSF223045500	FPIF: Fixed Price Incentive Fee	Y	2004-07-31	2004-10-01	2009-09-30	\$44.0	*	*	*	*	*
HHSF223200750362P	FFP: Firm Fixed Price	Y	2007-09-14	2007-09-17	2008-09-16	\$0.5	*	*	*	*	*
HHSF223200550000I	FFP: Firm Fixed Price	Y	2005-02-22	2005-02-28	2009-02-27	\$3.0	*	*	*	*	*
HHSF223200850014I	FPIF: Fixed Price Incentive Fee	Y	2008-09-29	2009-09-29	2014-09-30	\$346.0	*	*	*	*	*

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

*

3. Is there an acquisition plan which reflects the requirements of FAR Subpart 7.1 and has been approved in accordance with agency requirements? *

a. If "yes," what is the date? *

Section D: Performance Information (All Capital Assets)

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2005	Effective Management of Human Capital/Information Technology/Resources	*	*	it infrastructure maintenance cost	current cost of infrastructure maintenance	10% reduction in cost of infrastructure maintenance	5% cost reduction
2005	Effective Management of Human Capital/Information Technology/Resources	*	*	hours per day that products and services are available	most distributed support organizations provided service 12 hours/day, 5 days/week	critical systems available 24 x 7	critical systems available 24 x 7
2005	Effective Management of Human Capital/Information Technology/Resources	*	*	hours per day that products and services are available	most distributed support organizations provided service 12 hours/day, 5 days/week	tier 1 help desk support available 24 x 7	tier 1 help desk support available 24 x 7
2005	Effective Management of Human Capital/Information Technology/Resources	*	*	number of servers	current number of servers (>700)	10% reduction in servers (more efficient use of resources in addition to maintenance cost reduction)	2.5% reduction in servers
2006	Effective Management of Human Capital/Information Technology/Resources	*	*	% reduction in cost of enterprise-wide software licensing	current cost of enterprise supported software licensing	10% reduction in licensing costs through economies of scale	10% reduction in licensing costs
2006	Effective Management of Human Capital/Information Technology/Resources	*	*	average time between request and fulfillment	desktop support calls handled in 6 or more hours, on average	desktop support calls closed with first help desk contact, where possible	72% are closed with first help desk contact. for those requiring deskside support, 96% are closed within 6 hours
2006	Effective Management of Human Capital/Information Technology/Resources	*	*	number of professional development courses per year taken by technical staff	no current requirement for continuing professional development	one course per year for all technical staff	65% technical staff have attended training.
2006	Effective Management of Human Capital/Information Technology/Resources	*	*	number of documented processes	current number of documented processes	100% of processes are documented as they are developed and standardized	90% of processes are documented as they are developed and standardized.
2007	Effective Management of	*	*	% reduction in cost due to	current service plans for	better management of	overall costs reduced by 26%

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Human			improved efficiencies	blackberry.	service plans will reduce overall costs by 10%.	
2007	Effective Management of Human Capital/Information Technology/Resources	*	*	% wait time to answer by tier 1 level support within two minutes	90% of calls answered in < 2 minutes	92% of calls in < 2 minutes	95% of calls were answered in < 2 minutes
2007	Effective Management of Human Capital/Information Technology/Resources	*	*	% of time servers are available	89% of time servers are available	90% of time servers are available	95% server availability
2007	Effective Management of Human Capital/Information Technology/Resources	*	*	average rating of customer satisfaction with course material	4.5 (scale of 1.0-5.0)	4.6	4.8
2008	Effective Management of Human Capital/Information Technology/Resources	*	*	% of availability of blackberry messaging service	97% availability blackberry messaging service	98% availability of blackberry services (outside of vendor failure or maintenance)	98% availability of blackberry services (outside of vendor failure or maintenance)
2008	Effective Management of Human Capital/Information Technology/Resources	*	*	% wait time to talk to tier 1 level support within two minutes	92% of calls in < 2 minutes	94% of calls in < 2 minutes	94% of calls in < 2 minutes
2008	Effective Management of Human Capital/Information Technology/Resources	*	*	% of time servers are available	90% of time servers are available	90% of time servers are available	90% of time servers are available
2008	Effective Management of Human Capital/Information Technology/Resources	*	*	average rating of customer satisfaction with course material	4.5 (scale of 1.0-5.0)	4.65	4.65
2009	Effective Management of Human Capital/Information Technology/Resources	*	*	% of availability of blackberry messaging service	98% availability blackberry messaging service	99% availability of blackberry services (outside of vendor failure or maintenance)	tbd
2009	Effective Management of	*	*	% wait time to talk to tier 1	94% of calls in < 2 minutes	95% of calls in < 2 minutes	tbd

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Human			level support within two minutes			
2009	Effective Management of Human Capital/Information Technology/Resources	*	*	% of time servers are available	90% of time servers are available	maintain 90% of time servers are available	tbd
2009	Effective Management of Human Capital/Information Technology/Resources	*	*	average rating of customer satisfaction with course material	4.5 (scale of 1.0-5.0)	4.7	tbd
2010	Effective Management of Human Capital/Information Technology/Resources	*	*	% of availability of blackberry messaging service	99% availability blackberry messaging service	maintain 99% availability of blackberry services (outside of vendor failure or maintenance)	tbd
2010	Effective Management of Human Capital/Information Technology/Resources	*	*	% wait time to talk to tier 1 level support within two minutes	95% of calls in < 2 minutes	maintain 95% of calls in < 2 minutes	tbd
2010	Effective Management of Human Capital/Information Technology/Resources	*	*	% of time servers are available	90% of time servers are available	maintain 90% of time servers are available	tbd
2010	Effective Management of Human Capital/Information Technology/Resources	*	*	average rating of customer satisfaction with course material	4.5 (scale of 1.0-5.0)	4.75	tbd
2011	Effective Management of Human Capital/Information Technology/Resources	*	*	% of availability of blackberry messaging service	99% availability blackberry messaging service	maintain 99% availability of blackberry services (outside of vendor failure or maintenance)	tbd
2011	Effective Management of Human Capital/Information Technology/Resources	*	*	% wait time to talk to tier 1 level support within one minute	95% of calls in < 2 minutes	maintain 95% of calls in < 2 minutes	tbd
2011	Effective Management of	*	*	% of time servers are	90% of time servers are	maintain 90% of time servers are	tbd

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Human			available	available	available	
2011	Effective Management of Human Capital/Information Technology/Resources	*	*	average rating of customer satisfaction with course material	4.5 (scale of 1.0-5.0)	4.8	tbd
2012	Effective Management of Human Capital/Information Technology/Resources	*	*	% of availability of blackberry messaging service	99% availability blackberry messaging service	maintain 99% availability of blackberry services (outside of vendor failure or maintenance)	tbd
2012	Effective Management of Human Capital/Information Technology/Resources	*	*	% wait time to talk to tier 1 level support within one minute	95% of calls in < 2 minutes	maintain 95% of calls in < 2 minutes	tbd
2012	Effective Management of Human Capital/Information Technology/Resources	*	*	% of time servers are available	90% of time servers are available	maintain 90% of time servers are available	tbd
2012	Effective Management of Human Capital/Information Technology/Resources	*	*	average rating of customer satisfaction with course material	4.5 (scale of 1.0-5.0)	4.8	tbd
2013	Effective Management of Human Capital/Information Technology/Resources	*	*	% of availability of blackberry messaging service	99% availability blackberry messaging service	maintain 99% availability of blackberry services (outside of vendor failure or maintenance)	tbd
2013	Effective Management of Human Capital/Information Technology/Resources	*	*	% wait time to talk to tier 1 level support within one minute	95% of calls in < 2 minutes	maintain 95% of calls in < 2 minutes	tbd
2013	Effective Management of Human Capital/Information Technology/Resources	*	*	% of time servers are available	90% of time servers are available	maintain 90% of time servers are available	tbd
2013	Effective Management of	*	*	average rating of customer	4.5 (scale of 1.0-5.0)	4.8	tbd

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Human			satisfaction with course material			
2014	Effective Management of Human Capital/Information Technology/Resources	*	*	% of availability of blackberry messaging service	99% availability blackberry messaging service	maintain 99% availability of blackberry services (outside of vendor failure or maintenance)	tbd
2014	Effective Management of Human Capital/Information Technology/Resources	*	*	% wait time to talk to tier 1 level support within one minute	95% of calls in < 2 minutes	maintain 95% of calls in < 2 minutes	tbd
2014	Effective Management of Human Capital/Information Technology/Resources	*	*	% of time servers are available	90% of time servers are available	maintain 90% of time servers are available	tbd
2014	Effective Management of Human Capital/Information Technology/Resources	*	*	average rating of customer satisfaction with course material	4.5 (scale of 1.0-5.0)	4.8	tbd

Part III: For "Operation and Maintenance" investments ONLY (Steady State)

Section A: Cost and Schedule Performance (All Capital Assets)

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Infrastructure Operations and Maintenance (FY2008)	\$109.8	\$109.8	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
Infrastructure Operations and Maintenance (FY2009)	\$129.1	\$129.1	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
ITI Program Management and Planning (FY2010)	*	*	2009-10-01		2010-09-30		41.67%	41.67%
Infrastructure Operations and Maintenance (FY2010)	*	*	2009-10-01		2010-09-30		41.67%	41.67%
ITI Program Management and Planning (FY2011)	*	*	2010-10-01		2011-09-30		0.00%	0.00%
Infrastructure Operations and Maintenance (FY2011)	*	*	2010-10-01		2011-09-30		0.00%	0.00%
ITI Program Management and Planning (FY2012)	*	*	2011-10-01		2012-09-30		0.00%	0.00%
Infrastructure Operations and Maintenance (FY2012)	*	*	2011-10-01		2012-09-30		0.00%	0.00%
ITI Program Management and Planning (FY2013)	*	*	2012-10-01		2013-09-30		0.00%	0.00%
Infrastructure Operations and Maintenance (FY2013)	*	*	2012-10-01		2013-09-30		0.00%	0.00%
ITI Program Management and Planning (FY2014)	*	*	2013-10-01		2014-09-30		0.00%	0.00%
Infrastructure Operations and Maintenance (FY2014)	*	*	2013-10-01		2014-09-30		0.00%	0.00%

* - Indicates data is redacted.